

STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
MEETING MINUTES
JULY 30, 2003

ATTENDEES:	Jim Weber, Chair	Christina Acree	Steve Adams
	Dennis Bax	Rich Beckwith	Jim Branson
	Pat Brooks	Vic Buechter	Carolyn Cook
	David Crain	Lew Davison	Tim Dwyer
	Jeff Falter	Jan Grecian	Jill Hansen
	Kenny Haslag	Russell Helm	Gina Hodge
	Don Lloyd	Bob Meinhardt	Raymond Pope
	Jearl Reagan I	Cathy Reinkemeyer	Cindy Renick
	Larry Reynolds	Jim Roggero	Tom Smith
	Helen Stewart	Tom Stokes	Debbie Tedeschi
	Gail Wekenborg	Tony Wening	Gerry Wethington
	Chris Wilkerson	Dean Williams	Mary Willingham
	Paul Wright		

Jim Weber opened the meeting at 8:33 a.m. at the Kirkpatrick State Information Center's Interpretive Center.

PRESENTATION

1. Missouri Emergency Response Geographical Information System (MERGIS) (Jeff Falter)

Jeff Falter introduced Mark Duewell and Debbie Briedwell with the Department of Health and Senior Services as the MERGIS presenters. A handout was distributed to the attendees. The geographic information system user specializes in joining data from multiple sources then analyzing and creating visual representations of the information the system generates. The primary requirement for the source data is that an exact location must be known. MERGIS provides the base layer of information that can be added to by other users. It currently has 104 datasets and continues to grow. MERGIS is currently managed by DHSS at the GIS Control Center. Mark has been providing two-day MERGIS training sessions for individuals outside DHSS upon request. Gerry stated he has discussed with Tim Daniels the possibility of conducting a data classification exercise with MERGIS. He will revisit this issue at a later time. Tim has indicated that the Office of Homeland Security is very interested in MERGIS and plans to adopt it as their standard. Federal funds are being sought to support this program. Anyone interested in learning more about MERGIS can go to one of the following websites for additional information: <http://gis.dhss.state.mo.us/mergis/> or www.usgs.gov/research/gis/title.html. Jim thanked Jeff, Mark and Debbie for the presentation.

ACTION ITEM

1. Approval of the June 25, 2003, Information Technology Advisory Board Meeting Minutes

Jim asked if there were changes to the meeting minutes of the last meeting; there were none. Ray Pope made the motion to approve the minutes; Jearl Reagan I seconded the motion. The meeting minutes were approved unanimously.

GENERAL BUSINESS

1. CIO Update (Gerry Wethington)

- Architecture - Gerry stated the Infrastructure and Integration Domains are ready to be initiated. He has secured some federal funds to assist with this. The Integration Domain Committee should include representation from the Judiciary community, along with these departments: Health and Senior Services, Social Services, and Mental Health. The Integration Domain Committee should include representatives from the Network Consortium, State Data Center, Technical Services Unit, and those agencies with large server environments. He will be sending an email to the agencies requesting individuals to serve on these committees within the next week. The Infrastructure Domain Committee may be larger than the Integration Domain Committee due to the diversity of the state's infrastructure. At this time, the funding

will be available through the end of the calendar year, however, Gerry noted he would be applying for an extension for six to nine months. It should take approximately five to seven months to complete.

- Homeland Security – Gerry indicated he is pursuing grant applications in three areas: GIS (\$4.2 million spending authority), business continuity (\$1.8 million spending authority) and cybersecurity (\$300,000 spending authority). In addition, there is a \$1 “E” appropriation for other funds so that agencies can contribute dedicated resources to the fund for GIS. Four FTE are associated with GIS and three are associated with the cybersecurity environment. Tim Daniels is receptive to pursuing funding in all three of these areas. In the business continuity area, Gerry has received a letter from the State Auditor who has resources in training and education that they would like to utilize and collaborate with us on this team.
- Strategic Planning – Strategic Planning is still scheduled for the end of October. Gerry will contact Bruce Leslie to confirm the date and schedule for facilitating the session. Typically, Bruce will have several conversations with Gerry and then conduct phone interviews with four to seven participants in the Strategic Planning meeting to obtain their perspective on goals, objectives, and expected outcomes. He will then work with Gerry on preparing the agenda. He typically recommends some reading material to assist with dialog. He will also provide a written report after the session is completed.
- Policies – Gerry stated he had received policies from the Security Committee on Software Piracy and Cybersecurity (specifically in the INFOCON and Incident Response areas). The Software Piracy policy is completed and the Incident Response area is ready for approval. Accessibility Standards are still being worked.
- E-government – There have been a couple presentations on software capabilities recently. One would allow citizens to purchase goods from multiple agencies and check out once. It has the capability to allow the state to serve as the infrastructure provider of e-government solutions to local government. He is attempting to acquire a solution for e-government capabilities with local government. Other states have been doing this as a means of generating additional revenue. He is also checking with legal counsel to see if it is a problem for the state to use its infrastructure to provide services with local governmental entities. These entities would be required to pay for any associated costs. Another program that was offered to the state is a community calendar for the state to post activities of interest to the public. There would be no charge to the state; however, there may be an issue with how the contract would be established. Also, since it is a private entity, the company may restrict who may purchase advertisements. Since we would be offering a state service, we would not be able to restrict whom the advertisements are sold to. We are awaiting a legal decision on this issue. The e-government appropriation was reappropriated and has approximately \$800,000 left in the fund. However, once the sweep of government accounts occurs, approximately one-third of this may be lost to the general revenue fund.
- Information Builder, Inc. – A letter has been sent to Information Builders summarizing our concerns. Gerry and Jill Hansen plan to meet with IBI within the next two weeks.
- MOTEC – Gerry received a question at the Digital Government Summit from a member of the local government asking if they could utilize the MOTEC facility and attend classes with state government employees. He asked the MOTEC Steering Committee to address this question and report back at the next meeting with their recommendation. Committee members noted that this had been discussed previously and that government entities were okay, but not private companies. Paul Wright agreed to take this issue back to the Committee to readdress it.
- Email Standards – Gerry distributed a document detailing the Email Naming Standard developed by the Email Standards Committee. The Committee approved the following standard for statewide email addresses: firstname.lastname@agency.mo.gov. The first name would be considered as the name preferred by the individual employee. The agency will be the abbreviation noted by the agency. If duplicate names, the individuals middle initials would be inserted. If duplication still exists, a number can be inserted at the end of the name. Some concerns were voiced regarding security in a covert environment. Another meeting will be scheduled at a later time to address this issue and to discuss standards for areas such as the help desks. Gerry asked for approval of this recommendation and to proceed with this standard. Gina Hodge made the motion to approve the recommendation; Jim Roggero seconded the motion. The recommendation was approved unanimously. Agencies should have all emails converted to this standard by the end of the fiscal year. The current addresses may be carried through FY2004.
- OIT Budget - Gerry distributed handouts on the budget for OIT. The E&E budget is the same as the previous four or five years. The Personal Services budget includes all six OIT employees and fringe

benefits as these were transferred from General Revenue into the Revolving Fund during the recent legislative session. Since adequate funding for the office was not included in the budget, the additional funding must be billed to the agencies. This results in the amount of the billable total being double the amount of the previous year. Prior years' amounts billed to the agencies has been based on FY97 figures. OIT was asked to use FY02 figures for a more accurate count. In addition, OIT was asked to add the elected officials' offices and the judicial branch in the calculation. Most agencies have submitted their FY02 numbers as requested. However, a few of the newly included agencies have not done so as of this date. Some agencies submitted their FY04 projected numbers instead of the FY02 numbers. These agencies still need to submit their 2002 numbers instead of 2004. Gerry will contact the appropriate individuals at the various agencies to resolve the issues. The numbers provided at this meeting will change slightly once the FY04 projected figures are replaced with the actual FY02 for some of the agencies. Gerry detailed the structure of the IT organization throughout state government and the actual OIT office. The agencies requested that the issues be resolved as soon as possible so that the agencies can be billed for the amount due. Gerry was requested to get the billing to the agencies by the end of August. If the issues with adding the elected officials and judicial branch cannot be resolved quickly, Gerry was asked to delay that until the next year. Those additional agencies that are willing to participate could do so this year. Gerry will forward the justification for the increased budget electronically to the ITAB Members. He will include the previous percentages used from FY97 for comparison. He will also include a detailed CAP for future reference.

2. ITAB Chair Update (Jim Weber)

- Review of Action Items from Previous Meeting
 - Agencies to Submit FY02 IT Costs to Scott Willett – The update on this item was provided by Gerry.
 - OIT to Submit CAP and “justification” to ITAB Members – The update on this item was also provided by Gerry.
 - ITAB Members to Email Bios to Carolyn Cook – These still need to be emailed to Carolyn Cook, if you have not done so already. Only 14 have been received to date. If you do not have a bio, please forward your resume and one will be created for you.
 - ITAB Members to Email Suggestions for ITAB Logo to Carolyn Cook – A Committee has been formed to review the ITAB Logos that were submitted. Scott Peters has agreed to chair the committee. Kay Dinolfo and Jan Grecian will also serve on the Committee. Anyone else who would like to make a submission should do so by August 8th.
 - Committee Chairs to Submit Member Rosters to Carolyn Cook – Jim asked everyone to review the information on the Member Rosters and forward any changes to Carolyn by August 8th -
 - Debbie Tedeschi/Kay Dinolfo to Provide Status of Ability to Search ITAB Minutes by Keywords/Phrases – Debbie Tedeschi stated that OA has the prototype for searching the minutes up and running.. This function requires the documents to be in Microsoft Word. They expect to have this completed by the end of August.
 - Gerry Wethington to Schedule Next Email Standards Committee Meeting – Gerry provided the update on this item.
 - Rich Beckwith to Survey ITAB Members for List of Active User Group – This item was completed.
 - ITAB Members to Submit Requested Information to Rich Beckwith - Due to time constraints, this item will be presented at the next ITAB Meeting. Agencies who have not submitted their survey should do so prior to the next meeting.
 - Scott Willett to Forward Electronic Copy of Report of Business Continuity Committee to ITAB Members – This item was completed.
- Jim noted that Ron Thomas will send out a survey requesting enhancements on digital technology relating to laws and statutes.
- Jim thanked Mary Luebbert for adding the personal assistants to the ITAB Directory and distribution list.
- David Crain will replace Rex Peterson on ARC; Don Lloyd will chair the CRM Subcommittee; and Rich Beckwith will chair the Privacy Committee.
- The September ITAB Meeting is being rescheduled from the 24th to the 16th at 8:00 a.m. to coincide with an Electronic Records and Commerce presentation to be given by Robert Horton, Minnesota State Archivist, in Room 400 of the Truman Building.

ITAB COMMITTEE UPDATES

1. Architecture Review Committee Update (Bob Meinhardt/Scott Willett)

Scott reported that the ARC Committee met on July 18th.

- *Architecture Technical Committee (Scott Willett) - No Update*
- E-mail SWAT Committee (Carl Medley II/Scott Willett) - Scott reported this group had three technology areas (email architecture, directory services architecture and calendaring/scheduling) and two compliance components (email compliance and email servers). Minor modifications are being made to these documents before they are distributed. Gerry stated that both Jane Dueker and Daniel Hall had asked about the status of the email system standardization. Dan has asked to see the business case for having a standardized email system when it is completed. Interest still exists in a single email system in the Governor's Office. A recent survey shows approximately 20 staff members supporting approximately 300 email servers across state government.
- GIT Committee (Tim Haitcoat/Scott Willett) – The Committee approved both the definition of domain and the GIT discipline with minor changes. These documents will be sent out to ITAB for review once the changes have been made.
- *Infrastructure Domain Committee (TBD) – No Update*
- *Integration Domain Committee (TBD) – No Update*
- Security Domain Committee (Dustin Bieghler/Scott Willett) – Scott indicated there were no items for approval from this area. They prioritized the remaining areas and identified the top five areas.

2. Digital Government Committee Update (Lew Davison/Ron Thomas)

- Application Development Subcommittee (Jim Roggero/Pat Brooks) No update
- *Credit Cards Subcommittee (Scott Peters) – No Update*
- *CRM (Don Lloyd) – No Update*
- *Digital Certificates Subcommittee (Todd Craig) – No Update*
- Digital Media Subcommittee (Jim Weber/Kay Dinolfo) – Kay reported the DMD group is working on updating their charter and will vote on that in the August meeting. They are looking at enterprise level, web accessibility tools to help everyone to access how successful their websites are. They approved an addition to the guidelines on use of pdfs on websites and are finalizing the news feed for news releases for agencies to appear on the state home page. Kay also reported that the Digital Government Committee held a conference call with META Group and received feedback on the state's IT strategic plan. META will help facilitate a meeting in the future to establish the committee's vision and mission.

3. *Mentoring Committee Update (Tim Dwyer/Jan Grecian) – No Update*

Gerry Wethington reported that Professor Trubow with the John Marshall School of Law in Chicago had contacted him regarding the mentoring website. He had visited the mentoring website and wanted to commend the group that put it together for a job well done.

4. MOTEC Update (Paul Wright/Tom Robbins)

Paul reported that this Committee met last month to set its usage goals. They plan to complete those at the next meeting. The usage for FY03 for Room 1 was 66 percent, which exceeded its goal of 50 percent. The usage for Room 2 was 74 percent and the goal was 75 percent.

5. Personnel Committee (Chris Wilkerson)

Chris stated his Committee had lost three members due to retirements recently and attendance at a recent meeting was very low. Larry Reynolds and Jim Branson agreed to serve as replacements. The Committee meets on the second Wednesday of every month at 8:30 a.m. at DNR. He will send a reminder before the next meeting. The Committee is reviewing the security position. Gerry noted the importance of the security position as it will be included in the federal grant request.

6. *Prime Vendor Oversight Committee (Jeff Falter) – No Update*
7. *Privacy Committee (Don Lloyd/Scott Willett) – No Update*
8. *Project Management Committee Update (Jim Roggero/Tom Stokes)*

Jim reported that this Committee held an all-inclusive meeting last Friday. Their next meeting is scheduled for August 29th. The training and certification aspect of Project Management was discussed. Jim Weber and his team will be developing the plan to allow employees who have been certified for a period of time to continue that certification. They will plan to provide details on the direction of the plan at the next ITAB meeting. The Project Management Practicum that is being led by Tom Robbins at MOTEC is going well. Gina Hodge stated it has been very beneficial to everyone involved. Gerry noted that Andris Ozols, who is leading project management for the state of Michigan, was asked to revamp his website. He took all the information from our website because it was one of the best he had found. Five years ago, when Michigan gave a presentation at the NASIRE Conference on Project Management, they were considered the best.

- *Cost Benefit Approach to State Government Subcommittee (Dennis Bax)* - Dennis stressed the importance of keeping the momentum going with the Missouri Value Assessment Program (MOVAP) that was presented to ITAB a few months ago. Gerry agreed and stated he would be meeting with the University of Missouri tomorrow to discuss their offer to assist by providing interns for developing the web application. Gerry has presented this program to Krista Myer who will be presenting it to Linda Luebbering. He had invited Linda to attend this meeting but she was unable to do so due to schedule conflicts. She will attend a later meeting to discuss MOVAP and the budget process. He has also met with Jane Dueker and Daniel Hall. They were both interested in the program and would like it to proceed. Gerry was then directed to the MRI Office to have it incorporated into a program that they follow that looks for efficiencies in government. Beginning next week, he will be meeting monthly with Jim Carder in Accounting. He still needs to meet with FMAC. He hopes to complete all the necessary meetings on this issue within a month. Jim Roggero expressed the Committee's hope to have the approvals completed in time for the Form 5 submissions for FY05. He noted the timing for the program was critical. Gerry stated it should be ready in time to include with FY06 submissions and pilots for FY05. Jim Roggero relayed the importance of educating those outside of IT on the process. Jane Dueker asked Gerry to notify them if a cost savings could be attributed to the process. Gerry is scheduled present MOVAP to the Cabinet on September 4th.
- *Performance Measures Subcommittee (Paul Wright)* – Paul stated this Subcommittee is in the process of putting together the documentation of the first part of the actual process. A draft of this will be prepared in the near future. They will then be using this process to identify the actual core measures.
- *Project Oversight Subcommittee (Gary Lyndaker/Bob Ordway) – No Update*
- *Risk Management Subcommittee (Scott Peters) – No Update*

9. *Security Committee (LTC Tom Smith)*

Tom reported this Committee met last week. Relating to incident reporting, the Committee recommends a policy to make it mandatory for agencies to report all incidents in accordance with the procedures previously approved by ITAB, the Cybersecurity Committee, and the Homeland Security Council. The procedure details how and when an incident is reported but does not require an agency to report an incident. Tom made the motion to make incident reporting by agencies mandatory; Gina Hodge seconded the motion. The recommendation was approved unanimously. Gerry stated that the Governor will be signing an Executive Orders in the next two weeks asking agencies to take action on security incidents and to follow policies approved by ITAB. Tom stated the Jefferson City InfraGard Chapter was formally approved in June and met for the first time on July 23rd. It is being recommended that the access to the State Information Infrastructure Protection Center be limited to InfraGard members only. InfraGard members must pass a criminal background check and this would better guarantee only authorized access to the site without additional expense. The Committee would also like to recommend that all agencies be required to have a minimum of one representative join the Jefferson City Chapter so they can access InfraGard. No costs are involved with membership. Gerry recommended tabling this item until the next meeting to allow the ITAB Members to discuss this recommendation within their agency and then discuss again at the next ITAB Meeting. He also reported that

approximately 4,000 individuals are scheduled to attend the User Security Awareness Training demonstrated at a recent ITAB Meeting. The State Information Infrastructure Protection Center Website is operational and includes any posted threat information. They are also in the midst of the Joint User Interoperability Communications Exercise (JUICE). The outbreak is scheduled for August 15th from 10:00 a.m. – 12:00 p.m. at SEMA. The exercise includes cybersecurity, communications interoperability and business continuity.

10. User Group Coordination (Rich Beckwith)

This item was deferred to the August ITAB Meeting due to time constraints of this meeting.

11. SAM II Data Warehouse and Related Performance Problems (Chris Wilkerson)

Chris stated his agency has been experiencing performance problems with the SAM II data warehouse. He had received an email from one of the SAM II staff indicating numerous inquiries had been received, indicating the performance problems may involve other agencies. Gail stated a user's group meeting on this topic had been held. One comment made related to the large volume of activity. Gerry stated the original committee was disbanded but can be reestablished as an ITAB committee if needed. Jim Weber and Jill Hansen will meet with Jan Heckemeyer to discuss whether the Committee should be reactivated.

COLLABORATIVE EFFORTS

1. Internet/MOREnet Update (Tony Wening)

Tony stated that MOREnet is in the process of rebidding their Internet access circuits. Based on the seven bids received to date, they will be able to double the capacity of the Internet for same price as is being paid currently. They will award two bids so there will be two OC12's from each vendor – one from Kansas City and one from St. Louis. The award is expected within the next month and the contract should be signed by early September. If the existing vendor is selected, they will be able to make the switch immediately. If a new vendor is selected, it will take a couple months. On the network backbone, the contract is also expiring and they are being moved from OC3 to OC12 also for the same price. This will allow four times the bandwidth on the backbone as exists currently. Cisco has announced a vulnerability to their router operating systems. MOREnet is in the process of upgrading their node routers at the five hub sites. Approximately 1100 routers need upgrades requiring approximately 500 man-hours.

2. Network Management Consortium Update (Jim Roggero/Jill Hansen)

Jim Roggero reported the Consortium is taking a significant look at satellite communications. The need currently exists among multiple state agencies. The focus of the Consortium will be to work with OA Purchasing to develop a procurement process from a statewide point of view. A meeting is scheduled for August 14th at 10:00 a.m. in Room 493. They plan to appoint a small group to review this issue and provide a solution quickly. Gerry noted that rates for the land-line environment is established for three to five years. If some agencies begin to move away from land-lines, it will affect other agencies. He encouraged everyone to attend this meeting.

3. Statewide Purchasing Update (Gary Eggen/Karen Boeger/Jim Mazzio)

Karen reported the new prime vendor contract was awarded with a reduction in the acquisition percentage of one percent effective July 1st. The contract is mandatory for certain PC software lines. PC desktop productivity software can also be purchased off this contract. Problems are beginning to occur with niche type software where the agency needs software and maintenance and the maintenance is only available directly from the software manufacturer. Package deals may need to be looked at separately if they cannot be purchased through the Prime Vendor Contract. Gerry suggested bringing discussions to ITAB on new types of acquisitions. Karen asked everyone to encourage their staff to make sure they are using the correct contract when purchasing hardware or software. In addition to the Prime Vendor Contract, there is also the Statewide Contract for Mid-Range Equipment. If the item will be used predominantly on PC desktop platforms, it must be purchased off

the Prime Vendor Contract. If it will be used predominantly on mid-range equipment, it should be purchased off the Statewide Contract. Jim Mazzio from WWT spoke on a program that encourages volume purchasing that can be used right away. He has had meetings with OA and OIT to discuss possible ways for smaller agencies to purchase products at discount. Once an agency has placed an order for a product, other agencies could piggyback their order off this purchase if the same specifications are needed. If planned ahead, agencies could coordinate purchases from different agencies into one purchase to achieve lower pricing with more flexibility on specifications. Karen stated that Purchasing has also created a statewide convenience contract that is non-mandatory for equipment maintenance insurance with Specialty Underwriters. They have been working with some agencies to develop consistent HIPAA language to incorporate into their new bid documents and to use in amending the existing contracts. As soon as this is completed, she will forward to Mary Luebbert for distribution to the ITAB Members. Gerry suggested getting Ann Reid to push the wording out to the MO HIPAA Group. Karen stated the Project Log was sent out with agenda. A Statewide IT Consulting contract that is set up for one project cannot be used for staff augmentation.

4. Technology Services Update (Gail Wekenborg)

Gail stated she had brought copies of the Telecommunications Cost Allocation Plan and the Data Center Cost Allocation Plan for anyone who would like one.

5. *MO GIS Advisory Council (Jeff Falter) – No Update*

OPEN DISCUSSION

Dennis Bax announced he would be retiring from state government at the end of August.

REVIEW OF ACTION ITEMS

- Gerry Wethington to initiate Architecture domain subcommittees for the Infrastructure Domain and Integration Domain with email to agencies requesting members.
- Gerry Wethington to finalize details with facilitator for October Strategic Business Planning Session.
- MOTEC Committee to review whether local government can utilize MOTEC and report back at the next meeting.
- Gerry Wethington to make necessary contacts with agencies to finalize OIT CAP for FY04.
- Gerry Wethington to add CAP details and an additional column to the spreadsheet on OIT Costs showing previous percentage used for calculation and email to agencies along with the justification document.
- Bios/logos to Carolyn Cook by August 8th.
- Carolyn Cook to update committee listing to add Larry Reynolds and Jim Branson to Personnel Committee.
- Debbie Tedeschi/Kay Dinolfo to provide status report on providing the ability to search all ITAB minutes by key words and/or phrases.
- Agencies to submit information on User Groups Survey to Rich Beckwith.
- Gerry to obtain necessary approvals for MOVAP process.
- Agencies to determine if acceptable within their department to make representation in InfraGard mandatory and be prepared to discuss at the next meeting.
- Jim Weber and Jill Hansen to meet with Jan Heckemeyer on Data Warehouse Issues
- Jim Weber and Jim Roggero to find replacement for Dennis Bax as Chair on Cost Benefit Approach to State Government Subcommittee.

NEXT MEETING

The meeting adjourned at 12:37 p.m. The next ITAB Meeting is scheduled for August 27, 2003 at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, Missouri.

JLW/cc